DOCUMENT RESUME

ED 401 795 HE 029 642

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| AUTHOR | Cornesky, Robert; Lazarus, William |
| TITLE | Continuous Quality Improvement in the Classroom: A Collaborative Approach. |
| REPORT NO | ISBN-1-881807-08-8 |
| PUB DATE | Aug 95 |
| NOTE | 283p.; For related documents, see HE 029 641-644. |
| AVAILABLE FROM | Cornesky & Associates, Inc., 489 Oakland Park Blvd., Port Orange, FL 32127 ($32.50, plus $5.50 postage and handling). |
| PUB TYPE | Books (010) -- Guides - Non-Classroom Use (055) |
| EDRS PRICE | Document Not Available from EDRS. |
| DESCRIPTORS | Classroom Techniques; Cooperative Learning; Diagrams; *Educational Improvement; Educational Objectives; Educational Practices; *Educational Quality; Elementary Secondary Education; Flow Charts; *Formative Evaluation; *Goal Orientation; Higher Education; *Improvement Programs; Models; Recordkeeping; Reflective Teaching; Teacher Role; Teaching Methods; Teamwork |
| IDENTIFIERS | *Continuous Quality Improvement |

ABSTRACT

This text introduces the concepts of Continuous Quality Improvement (CQI) and shows how they can be used in the classroom. A quality classroom is defined as one in which everyone in the class knows the objectives of the class and adopts a quality philosophy to continuously improve the work done to meet those objectives. The general principles and tools of CQI encourage everyone in the classroom to identify inadequate processes and systems, and to recommend improvements. This occurs when teachers effectively cultivate the arts of active listening, analyzing, and implementing. An 11-step approach to CQI in the classroom requires that: (1) the teacher must demonstrate leadership, (2) the mission, goals, and operational definitions of the class must be absolutely clear, (3) most work must be pertinent and flow from the students through teams, (4) course content is connected to the community and the real world, (5) the student is not only treated as a "worker", but also as a team member of the "research and development" department, (6) peer teaching, small group work, and teamwork are emphasized, (7) students should have aesthetic experiences, (8) classroom processes include reflection, (9) all classroom systems undergo constant evaluation, (10) new activities constantly evolve from old, and (11) there must be an audience beyond the teacher. An extensive appendix describes, with examples, a variety of CQI tools, mostly in the form of diagrams, charts, and forms for record keeping. (Contains 25 references.) (JLS)

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